State of Montana Enterprise Projects

Progress Report

October 1, 1994 - March 15, 1995

Information Services Division

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A. PROJECT NAME: SUMMITNET IMPLEMENTATION PLAN

B. DESCRIPTION:

A detailed SummitNet Implementation Plan is being developed by ISD. This plan includes goals, issues, major, and minor steps for expanding the statewide network, SummitNet. Currently the state's network connects 12 cities in 12 counties. SummitNet expansion will connect 64 cities in Montana's 56 counties, and will include connecting the University System, Community Colleges, Tribal Colleges, Libraries, and other approved, appropriate entities.

The chart on page 1a defines the organizational chart for the implementation of SummitNet. As shown, the SummitNet Management Team consists of: the ISD Administrator, Tony Herbert; ISD Bureau Chiefs Jeff Brandt, Sharon Gorie, Carl Hotvedt, and Carl Rylander; and ISD Financial Services Manager, Jeff Lustgraaf.

The SummitNet Project Structure is divided into four divisions: SummitNet Development, SummitNet Operations, SummitNet Applications, and SummitNet Fiscal Management, headed by Jeff Brandt, Carl Hotvedt, Sharon Gorie, and Jeff Lustgraaf respectively. Sectional responsibilities per division have been identified, and are as follows: RFP/Contract Management, Policy Coordination, Technical Coordination, Internet Development, K-12 Coordination, University Coordination, Tribal Colleges/Community Colleges/Libraries, Marketing, Deployment/Implementation, Industry Coördination, Staffing, SNA Consolidation, Security, Internet Services, SummitNet Services, Mainframe TCP/IP, Budget/Financing, and Cost Recovery.

Once the plan's minor steps have been identified, it will be distributed to ITAC and ITMG for review, discussion, and update.

C. SCOPE AND OBJECTIVES STATEMENTS:

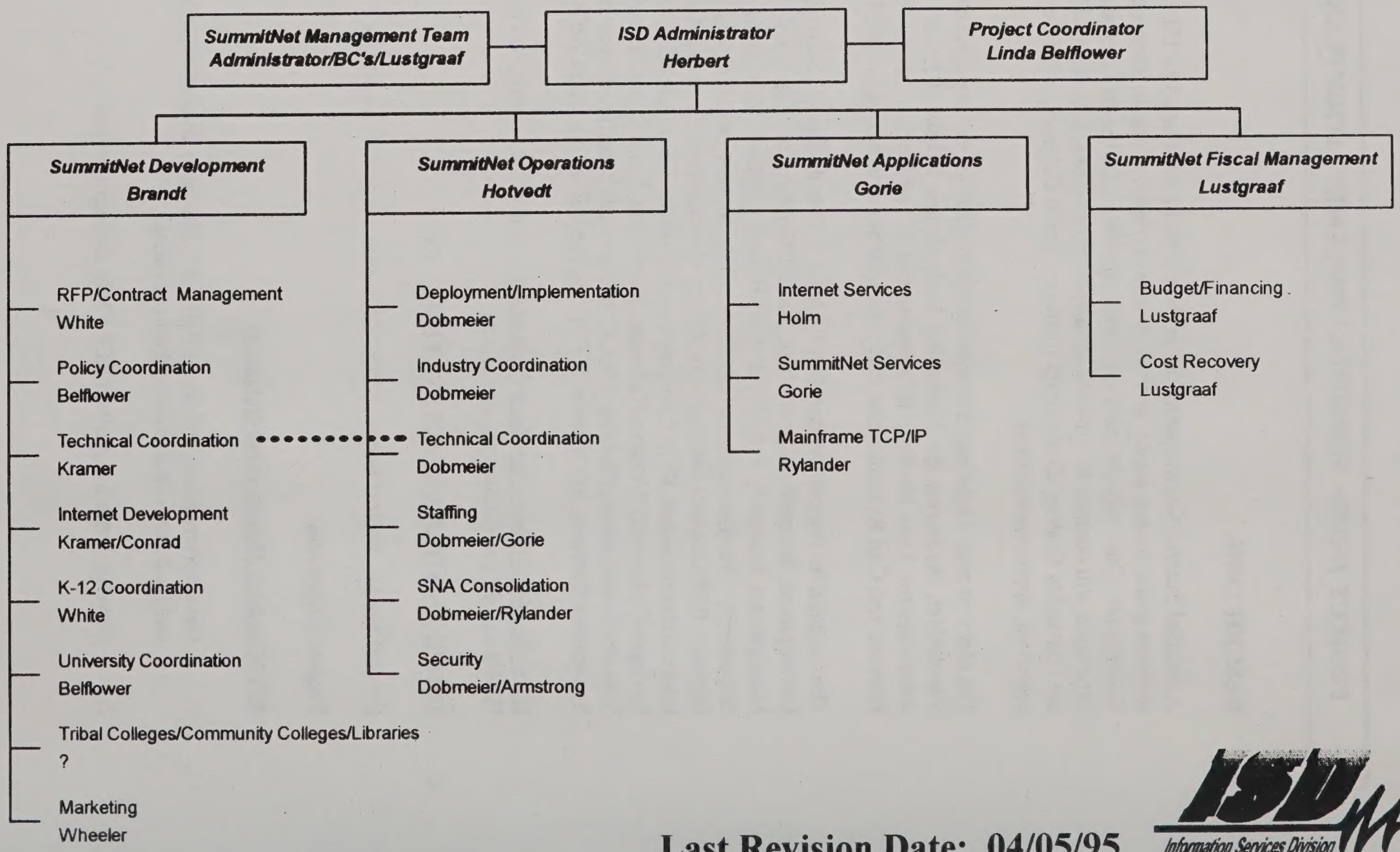
Project Scope: Project Scope: Statewide expansion of state's network

Project Objectives:

RFP/Contract Management Objectives

1. Develop/write SummitNet RFP #1 for frame relay transport services, Cisco router and hardware installation and maintenance.
2. Develop/write SummitNet RFP #2 for dial-up services

ISD SUMMITNET PROJECT STRUCTURE



Last Revision Date: 04/05/95

3. Work cooperatively with state agencies and educational entities

4. Establish contract(s) for services/equipment to implement SummitNet

Policy Coordination Objectives

1. List policies to be written concerning SummitNet; update list as SummitNet implementation progresses and as new policy areas/needs are defined

2. Obtain policies from other states (concerning statewide Networks)

3. Review current policy and modify (if necessary) policy which relates to SummitNet

4. Make sure written policy is legal (take thru D. Smiley)

5. Submit policy to SummitNet Executive Council for approval

6. Print and distribute policy

Technical Coordination Objectives

1. Determine how much of the physical (layers 1-4) SNA network will be replaced by the migration of agencies/users to SummitNet. Attempt to determine a time frame for this migration.

2. Based on results from #1 above, establish a strategic vision of what to do with the physical (layer 1-4) SNA network (i.e. leave it alone, collapse the remainder onto SummitNet, or maybe it will not be an issue because there is nothing left to deal with).

3. Determine what are the acceptable protocols and datagrams that are allowed on SummitNet (i.e. TCP/IP for sure, what about IPX or NLSP).

4. Develop a system to assure the quality of SummitNet. Traditional capacity planning, trend reporting/analysis, performance reporting.

5. Develop an async strategy.

6. Determine if we are going to continue to allow NetWare 3.x servers to operate across the WAN portion of SummitNet.

7. Develop a strategic TCP/IP routing model for the state and university system that identifies how we will administer the Class B subnet (3 of them, ISD, UM, MSU).

Internet Development Objectives

1. Define and document the role the University will play in defining, implementing, and supporting Internet services.

2. Define the Internet services needed by Montana's educational, library, and state government entities.

3. Define Internet services needed by Montana's non-profit, non-state entities.

4. Define the Internet paradigm which meets the services defined in numbers 2 & 3.

5. Assess the overall feasibility of the defined Internet paradigm for state government (specifically) and non-state entities.

6. Develop a strategy for propagating broad acceptance of the SummitNet/Internet paradigm internally (within state government) and externally.

7. Define standards, policy, and direction; especially in areas of security, legal liability, acceptable use, global standardization, span of control, and support.

K-12 Coordination Objectives

1. Identify and define the working relationship between ISD, OPI, and the school districts in regard to SummitNet development and deployment.

2. Build a good working relationship between ISD, OPI and school districts.

3. Identify key players in ISD, OPI, and school districts.

4. Determine the needs of school districts.

5. Determine how these needs can best be met.

University Coordination Objectives

1. Identify and define ISD and the University System roles in regard to SummitNet development, implementation, deployment, utilization, expansion, etc.

2. Assist the SummitNet Executive Council and the SummitNet ISD/University Group--as requested.

3. Document the Universities planned usage of SummitNet; incorporate this documentation into SummitNet Project Plan.

4. Distribute the SummitNet Project Plan to the University Representatives; keep University representatives informed of SummitNet progress.

5. Build a good working relationship between the University System/s and ISD

6. Utilize University expertise as related to all areas of SummitNet development, implementation, deployment, utilization, expansion, etc.--"ESPECIALLY in areas related to Internet, security, policy, RFP, cost recovery, technical considerations, etc."

Tribal Colleges/Community Colleges, Libraries Objectives

1. Document the Tribal Colleges/Community Colleges/Libraries planned usage of SummitNet; incorporate this documentation into the SummitNet Project Plan.

2. Distribute the SummitNet Project Plan to the Tribal College, Community College, Library Representatives; keep representatives informed of SummitNet progress.

3. Build a good working relationship between the Tribal Colleges, Community College System, Libraries and ISD.

4. Utilize Tribal College, Community College, Library expertise as related to identified areas of SummitNet development, implementation, deployment, utilization, expansion.

Marketing Objectives

1. Develop high quality SummitNet brochure. Emphasis on statewide reach and benefits to Montana citizens.

2. Write articles for inclusion in user agency newsletters.

3. Write and distribute press releases on specific benefits targeted to specific areas.

4. Promote major milestones, i.e. pilot site in Philipsburg.

5. Coordinate presentations to other groups.

6. Establish contact and information distribution point in Customer Relations Section, primarily to serve non-state entities.

Deployment/Implementation Objectives

1. Develop an implementation plan that meets the goals and objectives of SummitNet.

2. Define the major tasks that need to be accomplished in order to implement SummitNet.

3. Review the progress of other sections to ensure that deployment plans are consistent with overall objectives.

4. Determine the final system configurations for different office environments.

Industry Coordination Objectives

1. Develop a deployment strategy based on selected vendors implementation/support plan and committed project resources.
2. Establish communication channels with the selected vendor; i.e. project team structure; project management structure and practices; escalation procedures; weekly/monthly project meetings and written status reports; list of key vendor contacts.
3. Develop a strategy with the selected vendor for project quality assurance to include testing procedures and acceptance criteria.
4. Encourage Telco providers to work with State Government in the deployment of SummitNet and future technology (i.e. ATM) deployment. TJK.
5. Encourage Telco providers to invest in the modernization of their infrastructure. TJK.

Staffing Objectives

1. To identify the SummitNet Operations project team's composition and structure including FTE allocation and assignment of responsibilities.

2. To identify and evaluate the types of training and skills development necessary to support SummitNet implementation.

3. To develop a migration support strategy that does NOT place a significant strain on TOB's support infrastructure.

SNA Consolidation Objectives

1. Determine how much of the physical (layers 1-4) SNA network will be replaced by the migration of agencies/users to SummitNet. Attempt to determine a time frame for this migration.

2. Based on results from #1 above, establish a strategic vision of what to do with the physical (layer 1-4) SNA network (i.e. leave it alone, collapse the remainder onto SummitNet, or maybe it will not be an issue because there is nothing left to deal with).

3. To determine the viability of transporting SDLC multi-drop traffic over SummitNet
4. To acquire more definitive knowledge regarding the effects on SNA data traffic when it is transported over a TCP/IP Frame Relay network. Effects on SNA traffic to be evaluated are to include:
    a. Response time (Network Performance)
    b. Reliability
    c. Maintainability
    d. Traffic/Capacity/Bandwidth relationships (stress relationships)
    e. Network Integrity
    f. Network Support Requirements (technical and administrative)
    g. Network Costs
    h. Security/Privacy/Encryption, etc.
5. To identify and evaluate Network Management solutions which maintain complete visibility and manageability of downstream SDLC devices.

Security Objectives

1. To conduct a comprehensive risk assessment and analysis to determine possible security threats generated through access to SummitNet.

2. To identify and evaluate LAN/WAN security software which address SummitNet security threats.

3. To determine staffing and training resources needed in order to address current and future SummitNet security issues, policies, administration and awareness.

4. To develop a formal LAN/WAN security workplan determined by objectives set by Security Subcommittee.

5. To have Ron Armstrong play an active role on the Security Subcommittee.

Internet Services Objectives

1. Determine which Internet services should be offered or supported through Summitnet.

2. Determine the level of support needed for each Internet service and how to provide that support.

3. Recommend software and hardware standards for providing/accessing Internet services.

4. Recommend an appropriate training program.

SummitNet Services Objectives

1. Develop guidelines to be used for all distributed product issues. (October 31, 1994)

2. Recommend product and support strategy for IP product. (April 6, 1995)

3. Determine need to revisit and evaluate the current Email standard, based on full implementation of SummitNet. (April 20, 1995)

4. Recommend product and support strategies for other distributed products as identified by the SummitNet project.

Mainframe TCP/IP Objectives

1. Acquire, configure, install, and test TCP/IP software product to operate on IBM Model 3090 400J Mainframe Computer.

2.. Establish a configuration/implementation team to deploy the use of this product on the mainframe. Objectives of this team are as follows:

    a. Once TCP/IP software is configured on mainframe, define scope and objectives of a pilot application to utilize product. Most likely application at this time is State Fund's file transfer application.

b. This team will utilize existing 3745 FEP as front-end interface hardware for pilot application.

c. Report to management all significant findings resulting from pilot application. These are to include, but not be limited to, the following areas: Performance/Capacity statistics, including throughput expected, capabilities, limitations, etc.; source consumption data, including mainframe cycles consumed, channel traffic information, effect on network(s), etc.; overall pilot findings, including capabilities, constraints, support needs, costs, and any other findings which seem germane and worthwhile.

d. Study alternatives and recommend to management hardware (and software?) configuration best suited for production interface between TCP/IP on host and ISD's backbone LAN.

e. Provide management statistics, costs, etc. required to assist in the determination of rates to bill our production customers for this service.

Budget Objectives

1. Identify and quantify anticipated budgetary outlays for personnel, operating, equipment, and debt service.
2. Monitor spending levels for all categories of expenditures on a monthly basis.
3. Establish and maintain proper budgetary control over budgetary outlays.

Cost Recovery Objectives

1. Identify cost recovery requirements for SummitNet, capturing all identifiable direct and indirect costs.
2. Ensure rate structure is adequate and equitable for customer base. Ensure administrative billing process is sound and contains proper controls.
3. Quantify any over or under recovery of SummitNet costs and determine solutions to manage any disparities. Determine solutions to handle under or over recoveries for Summitnet through modifications to rates, volumes, or costs.

Financing Objectives

1. Properly identify investment direction to be taken. What capital investments will

be financed.

2. What term(s) will any financing contracts be obligated over. Monitor future debt service requirements and the cost recovery implications accordingly.

3. Minimize interest costs by proper timing and monitoring of interest rate fluctuations.

D. PROGRESS REPORT

1. ***RFP is being written. RFP schedule is as follows:***

RFP Release	May 19
Vendor Conference	June 2
Written Inquires	June 16
Response	June 26
Proposal Receipt	July 7
Interview Letter	Aug 11
Proposer Interview	Aug 28- Sept 1 (week of)
BFO written receipt	Sept 22
Intent to Award	Oct 13

Most sections have been drafted, technical section requires input from the U-System. Meeting with Scott Figg (MSU) and Paul Marsh (Uof M) May 3 to develop technical section.

Final draft by May 15.
Submit for Purchasing review by May 16.
RFP released May 19.

2. ***Policy Coordination***

Draft of Acceptable Use Policy has been written. To go to SummitNet Executive Council for review.

3. ***Technical Coordination***

Meetings have been held to discuss router policy pertaining to traffic and routing of data.

4. ***Internet Development/Internet Services***

Meetings set up with University System to discuss the Universities role in Internet Development and Services.

5. ***University Coordination***

Meetings being held between ISD and University Representatives to discuss such issues as RFP, SummitNet Policies, Support Issues, etc.

6. ***Marketing***

SummitNet brochures have been designed, printed, and distributed.

7. ***Deployment/Implementation***

Deployment & Implementation Gantt Chart has been completed. See pages 10 a-d.

8. ***SNA Consolidation***

Modeling project is being developed to test SNA consolidation, etc.

9. ***Security***

ISD developing a security white paper (existing security environment, recommendations for improving enterprise network security); Security ITMG Subcommittee to be established in June, 1995.

10. ***SummitNet Services***

Distributed product & support recommendations made.

11. ***Mainframe TCP/IP***

TCP/IP installed on mainframe and in the process of testing.

12. ***Budget/Financing/Cost Recovery***

Cost Recovery Charts developed; budget and financing proposals being designed.

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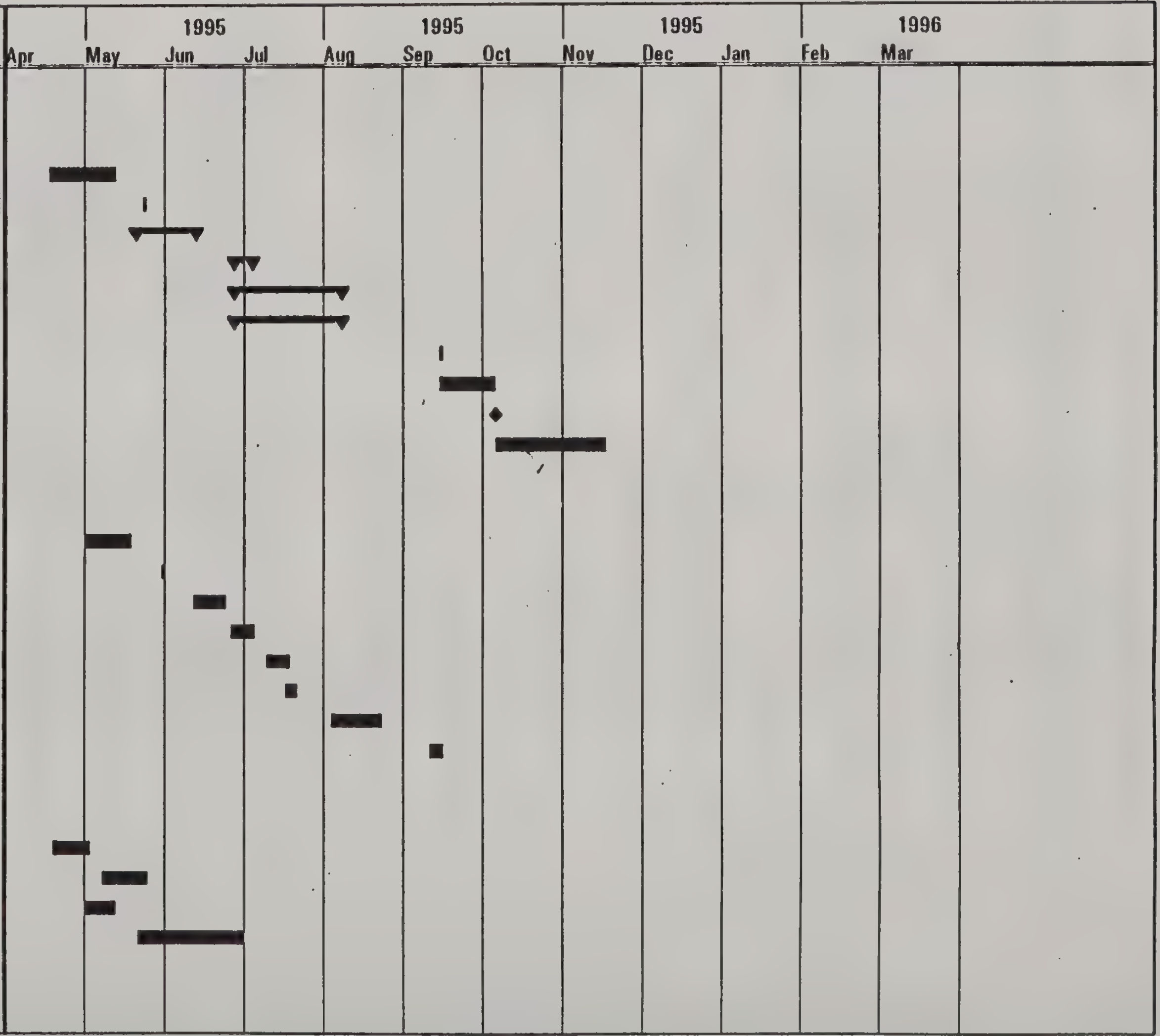
5/4/95 Gantt Chart Page 1

SUMMITNET DEPLOYMENT



Task Name	Usage	Res List
SUMMITNET		
REQUEST FOR PROPOS		
PFR RELEASED	96.0	RSD SN
VENDOR CONFERENCE	32.0	RSD SN
WRITTEN INQUIRES	0.0	
PROPOSAL DUE	0.0	
BID EVALUATIONS	180.0	RSD JW
VENDOR INTERVIEWS	0.0	
BFO RECEIPT	0.0	
INTENT TO AWARD	0.0	
CONTRACT SIGNED		
INTERLATA CIRCUITS	40.0	DS
NETWORK MANAGEME		
NEEDS ASSESMENT	88.0	RSD SN
IBM PROPOSAL DUE	0.0	
SYSTEM ACQUISITION	0.0	
SYSTEM SETUP	0.0	
TRAINING ON NETVIEW AI	0.0	
NETVIEW AIX INSTALLED O	0.0	
NETWORK DISCOVERY & C	0.0	
HELP DESK STAFF TRAININ	0.0	
MODELING		
NETWORK MODEL	0.0	TK
SITE DEFINITIONS	40.0	HP
OFFICE MODELS	20.0	SN
MODEL TESTING	180.0	SN MM
TRANSPARENT LAN SE		

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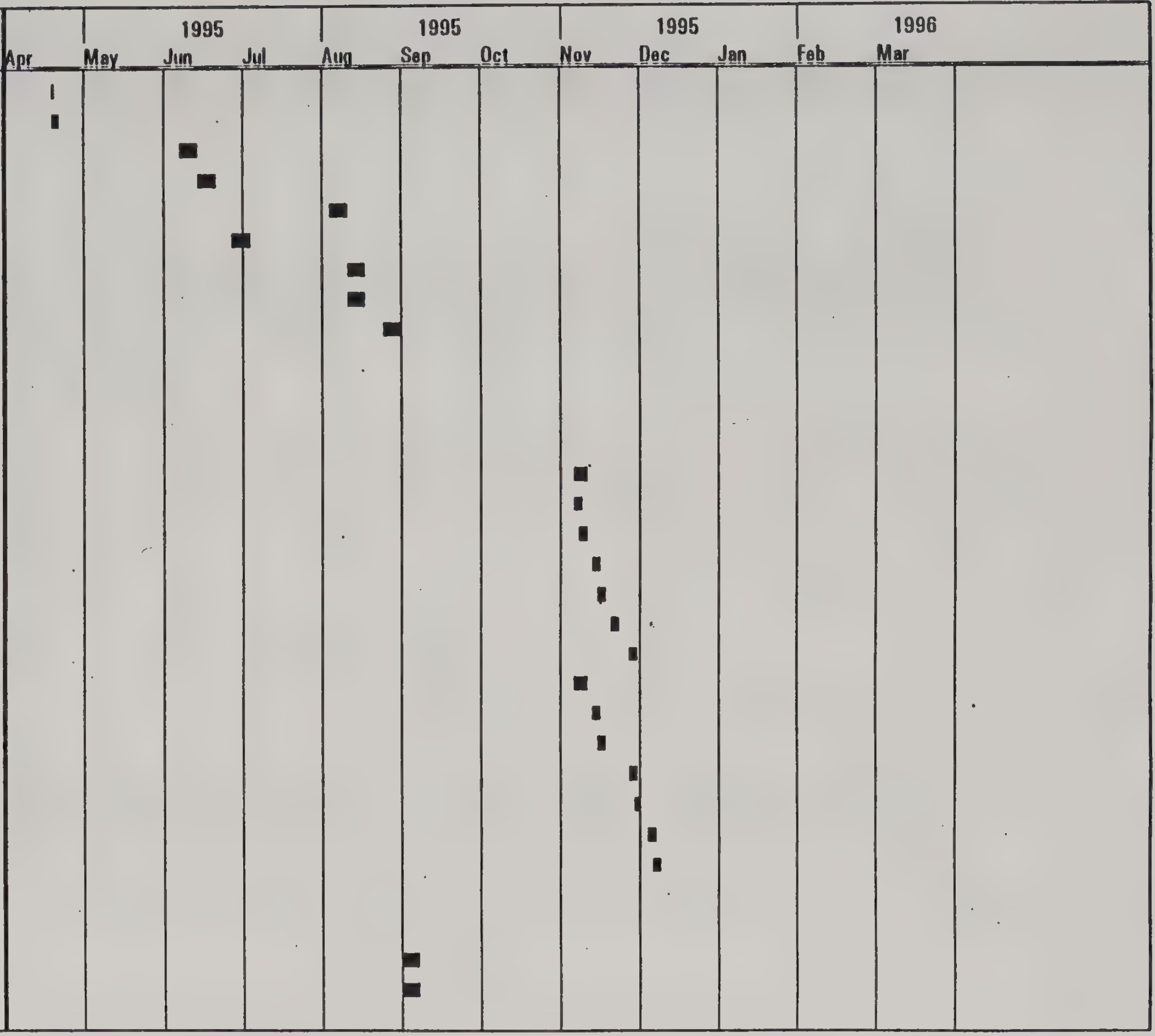
Gantt Chart

Page 2

SUMMITNET DEPLOYMENT

Task Name	Usage	Res List
CONTRACTS SIGNED	4.0	JW
SERVICES ORDERED	4.0	DS
MITCHELL BUILDING	24.0	MM
STATE FUND	16.0	MM
ARMORY	16.0	MM
IBM BUILDING	16.0	MM
TRANSPORTATION	16.0	MM
CT. HOUSE/FAMILY SERVIC	16.0	MM
SRS/THRIFWAY	16.0	MM
DEPLOYMENT		
UNIVERSITY ACTIVITY		
UOM	16.0	SN MM
FVCC, Kalispell	16.0	SN MM
COLLEGE OF TECH, Missoul	16.0	SN MM
UOM, Butte	16.0	SN MM
COLLEGE OF TECH, Butte	16.0	SN MM
UOM, DILLON	16.0	SN MM
COLLEGE OF TECH, Helena	16.0	SN MM
MSU, Bozeman	24.0	CV DB
MSU, Billings	24.0	CV DB
COLLEGE OF TECH, Billings	16.0	CV DB
MCC, Miles City	32.0	CV DB
DCC, Glendive	16.0	DB CV
MSU-Havre	24.0	CV DB
COLLEGE OF TECH, Great F	24.0	CV DB
TRANSPORTATION		
Kalispell	32.0	MM RH
Missoula	32.0	MM RH



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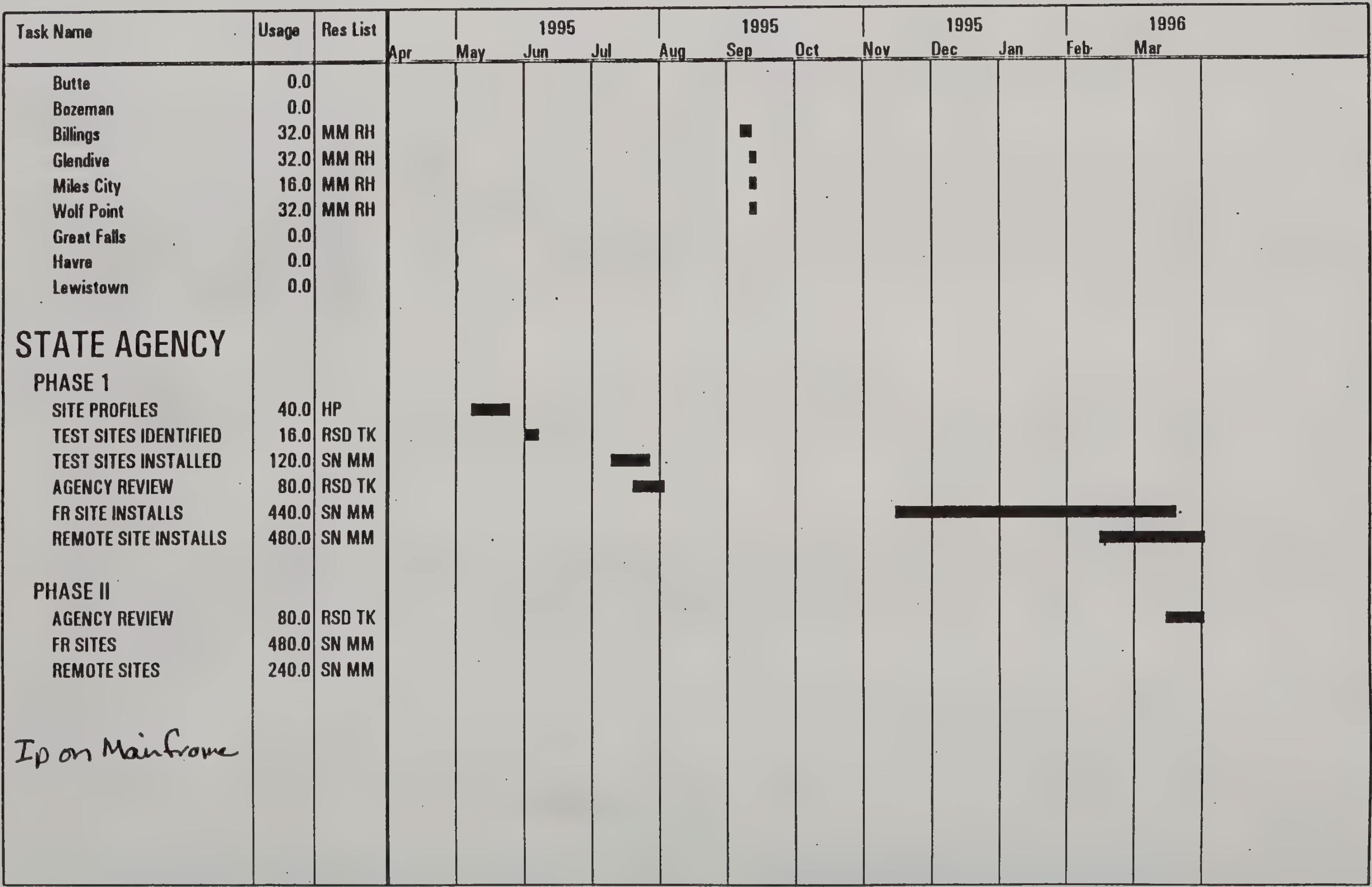
SUMMITNET DEPLOYMENT



Task Name	Usage	Res List
Butte	0.0	
Bozeman	0.0	
Billings	32.0	MM RH
Glendive	32.0	MM RH
Miles City	16.0	MM RH
Wolf Point	32.0	MM RH
Great Falls	0.0	
Havre	0.0	
Lewistown	0.0	
STATE AGENCY		
PHASE 1		
SITE PROFILES	40.0	HP
TEST SITES IDENTIFIED	16.0	RSD TK
TEST SITES INSTALLED	120.0	SN MM
AGENCY REVIEW	80.0	RSD TK
FR SITE INSTALLS	440.0	SN MM
REMOTE SITE INSTALLS	480.0	SN MM
PHASE II		
AGENCY REVIEW	80.0	RSD TK
FR SITES	480.0	SN MM
REMOTE SITES	240.0	SN MM

Ip on Mainframe

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5/4/95 **Gantt Chart** **Page 4**

SUMMITNET DEPLOYMENT

Task Name	Usage	Res List		1995			1995			1995			1996	
			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
DOBMEIER, R	6.0	RSD	11.7	44.3	10.4	80.4	17.2	0.0	0.0	0.0	0.0	0.0	0.0	31.6
NOLAND, STEVE	6.0	SN	11.7	64.3	44.0	40.0	0.0	0.0	0.0	70.2	23.1	25.3	38.5	43.5
QUIST, ANDY	6.0	AQ												
SHELINE, D	6.0	DS	4.0	8.0	0.0	0.0	0.0	0.0	24.4	15.6				
MCCRACKEN, M	6.0	MM		16.0	96.8	43.2	64.0	88.0	0.0	70.2	23.1	25.3	38.5	43.5
WHITE, J	6.0	JW	15.7	20.3	2.4	48.4	9.2							
KRAMER, T	6.0	TK	11.7	44.3	54.4	120.4	17.2	0.0	0.0	0.0	0.0	0.0	0.0	31.6
HEILMAN, RON	6.0	RH		0.0	0.0	0.0	0.0	88.0						
PETERSON, DAMON	6.0	DP												
VANDERVOORT, CHARLIE	8.0	CV		0.0	0.0	0.0	0.0	0.0	0.0	72.8	53.1	29.9	42.7	46.1
HELP DESK	6.0	HP	0.0	120.0										
Dan Benson	8.0	DB		0.0	0.0	0.0	0.0	0.0	0.0	72.8	53.1	29.9	42.7	46.1

STRATEGIC PLAN

A. PROJECT NAME: STRATEGIC PLAN IMPLEMENTATION

B. DESCRIPTION:

The Information Technology Strategic Plan was published in July, 1994. Some 54 recommendations have been written as objectives or IT strategic goals to be realized through ITAC's Action Plan. ISD, ITMG, and ITAC must now implement the recommendations.

C. SCOPE AND OBJECTIVE STATEMENTS:

Project Scope: All recommendations contained in the plan.

Project objectives:

- Act on the recommendations
- ISD complete as many of the recommendations as possible by May 15, 1995.
- ITAC to implement the recommendations that are their responsibility.
- On going monitoring and implementation of the recommendations.

D. PROGRESS REPORT

1. See pages 12 a-n for breakdown of recommendations.

   Recommendations have been consolidated into:
   a. ISD Completed
   b. ISD Responsibility
   c. ITAC Responsibility

2. ISD will present status to ITAC on May 16, 1995.

E. MEMBER LIST:

Brett Boutin (Coordinator)
Dan Mossman
Other ISD staff as needed
Linda Belflower
Dan Sidor

Strategic Plan Implementation
ISD Completed

Task Force Name	Issue	Issue #	Recommendation	ISD Action/Completed Date
Access and Privacy	Transmission Privacy Guidelines	6	ITAC recommends that the state, through the Department of Administration and cooperating state agencies, should adopt a policy defining state agency personnel responsibilities regarding communications privacy and the access and use of information that might be intercepted in the course of performing information technology work.	Acceptable Use Policy for SummitNet ITAC and SummitNet Governance board will review and comment.
Access and Privacy	Vision	10	ITAC recommends that the state should adopt a vision that is flexible and responsive to citizen needs and demands; a vision that would guide information technology planning and development to take advantage of current and future service delivery and/or access technologies for citizens in their homes, businesses, schools, libraries, and organizations.	Communicated this vision in the Information Technology Strategic Plan and Information Technology Plan.
Coordination	Public Safety Radio Networks	3a	The Departments of Justice, Transportation and State Lands join with ISD to assess how Montana should evolve these State and local systems to derive maximum benefit from the regulatory and technological changes now underway.	EPP proposal was developed and approved.
Coordination	Fostering Data Sharing	4b	ISD include the Data Sharing Resolution as part of the specifications used in future efforts to establish policies and procedures used to carry out ISD's responsibilities as specified by 2-17-501, MCA.	Complete. Incorporated into CPD's evaluations for equipment and software.
Coordination	Enterprise Database Directions	5a	Acquire an Oracle site license for the database software and that ISD, as part of their rate review, consider how that cost be recovered.	Contract established with Oracle.
Coordination	LAN OS Directions	6a	ITAC recommends that the State acquire a single Netware license to be implemented as the enterprise solution in accordance with the following motions passed at the March 3, 1994 meeting: Upgrade the existing Netware 3.x standard to Netware 4.x, implementing Netware 4.x as the enterprise network.	Upgrade the Netware standard to 4.x and continue the process of working with individual agencies to convert to the new standard. The total conversion of all agencies will take place over the next several years.
		6b	Enter into a master license agreement with Novell.	Entered into a contract with Novell.

Task Force Name	**Issue**	**Issue #**	**Recommendation**	**ISD Action/Completed Date**
Coordination	Personnel Support Services	7a	Clarify the respective responsibilities of the agencies and ISD, including a model definition of appropriate technical support to be obtained by all agencies and a better description of the services provided by ISD.	List of services provided by ISD.
Coordination	Governance: ITAC and the Department of Administration	9a	ITAC continue with the current practice of relying on ISD for primary support of ITAC activities,	Complete.
		9b	ITAC establish a process of using ad hoc committees appointed by the Director of the Department of Administration to adjudicate disputes between agencies and/or ISD.	ISD Complete. ITAC Ongoing.
		9c	ITAC establish issue specific task forces comprised of ITAC members who would represent ITAC on specific issues, including rate setting, budgetary initiatives and legislative advocacy,	ISD Complete. ITAC further action.
		9d	ITAC establish a steering committee comprised of ITAC members who would represent ITAC on strategic IT issues over the term of their membership,	ISD Complete. ITAC further action.
Funding	Funding Increase	4	Information Technology capital investments (above current level replacement assets) with high acquisition cost and long term life expectancy should be initially financed using debt financing or lease purchase agreements. Repayment should be through adjusted rates paid to the proprietary fund.	ISD agrees with recommendation and is complete to date. ISD will look at funding on a case by case basis, within budgetary authority.
Funding	Budget & Legislative Process	7b	Develop State Information Technology Infrastructure Plan.	Completed Biennial Plan.

Strategic Plan Implementation
ISD Responsibility

Task Force Name	Issue	No.	Recommendation	ISD Responsibility
Access and Privacy	Communication and Exchange of Information	2	ITAC recommends that the state actively participate in and use manifestations of the electronic data superhighway.	Document future plans with SummitNet, Internet, METNET, Interactive Video, and Interactive Voice Response.
Access and Privacy	Transmission Privacy Guidelines	6	The state should adopt a policy defining state agency personnel responsibilities regarding communications privacy and the access and use of information that might be intercepted in the course of performing information technology work.	ISD to draft a policy defining personnel responsibilities regarding communications privacy, access and use of information. ITAC and SummitNet Governance Council will review and comment.
Access and Privacy	Availability of Services on the Public Network	9	ITAC recommends that State government should take a proactive stand regarding the deployment of high capacity switched data transport capability on the public communications network in Montana.	Communicate with communications services providers and the PSC the state's interest in use of this facility. To be completed with the deployment of SummitNet.
Coordination	Network Sharing	1	ITAC recommends that ISD continue with the current practice of sharing network facilities, with ISD regularly assessing the overall cost effectiveness of providing a shared network for the enterprise.	Identify existing cost models, alternative providers, and trip points within the State model that could serve as indicators to consider alternative providers. To be completed with the deployment of SummitNet.
Coordination	Network Private Sector Access	2a	ITAC recommends that: ISD continue with the current practice of providing private sector access on a case-by-case basis, based on needs identified by agency program managers.	Identify private sector entities that access information. Develop policy.
		2b	ITAC and ISD develop a proposal for a design to be presented to the next legislative session to develop greater network capacity to handle increased private sector access.	Monitor and evaluate SummitNet EPP. To be completed with the deployment of SummitNet.
Coordination	Public Safety Radio Networks	3b	Develop a proposal for a design of a consolidated public safety radio network to be presented to the next legislative session.	Consultant to study and take recommendation to legislative session.

Task Force Name	Issue	No.	Recommendation	ISD Responsibility
Coordination	Public Safety Radio Networks	3c	The Departments of Justice, Transportation, State Lands, other affected agencies and ISD solicit the ideas and advice of local government organizations such as MACO and the League of Cities and Towns in order to determine if local agencies should be included in the design.	Task force formed to undertake recommendation.
Coordination	Fostering Data Sharing by Coordinating Technology	4a	The State reaffirms previous ITMG and ITAC efforts, endorsing in concept the importance of coordinating technology, including the concept of data sharing as stated in the Data Sharing Resolution (see Appendix A - Data Sharing Resolution).	ISD to look at state shared applications: moving forward with Oracle, Novell, Mid-tier standards, Electronic Commerce, Imaging, etc. SJR 23 at least one example of state core management support. ITMG subcommittee to address Fall 1995.
Coordination	Enterprise Database Directions	5b	Acquire a site license for the programming tools and end-user access software from a vendor that is yet to be determined, the vendor to be determined by ISD.	Analysis of programming tools and end-user access software with representatives from ITMG is underway.
Coordination	LAN Op. Systems	6a	Upgrade the existing Netware 3.x standard to Netware 4.x, implementing Netware 4.x as the enterprise network.	Continue the process of working with individual agencies to convert to the new standard.
Coordination	Network Coordination	8a	ISD coordinate interagency networks (voice, data, video, radio) with active input from agencies, and ITAC when appropriate, on product needs and choices.	Document and communicate ISD and agency roles in Data, Voice, Video, and Radio networks. To be completed with the deployment of SummitNet.
		8b	ISD establish a process to resolve disputes regarding management of the network.	Completion by Fall 1995. To be finalized by SummitNet Governance Council.

Task Force Name	Issue	No.	Recommendation	ISD Responsibility
Funding	Proprietary Fund	1	Continue use of the proprietary fund as a primary funding source for Information Technology investment and support with rates developed to provide full asset replacement.	ISD will continue to administer an internal budgeting system to maintain internal costs.
Funding	Data Network Funding	2a	Continue with the current methods for recovering the costs of voice and video network costs.	ISD will continue to formulate an assess rates for voice and video. (See Appendix F2a)
		2b	Adopt a two tier "telephone system" model for the FY 96-97 biennium with LAN costs recovered via an averaged access charge and WAN (out of town or community) costs recovered by a charge back which is based on some usage, capacity, time, and/or distance basis.	Has been implemented via SummitNet. Rates are fixed for FY96-97. ISD to develop usage based rate by FY98-99. Average cost assessments will be used in the interim. (Appendix F2b)
		2c	The cost of access and use by universities and other entities is recovered through a fee structure designed for those entities.	Flat rate structure in place with University System. Ongoing development via SummitNet.
Funding	Coordination	3a	Pursuit of a coordinated statewide (centralized) infrastructure for IT development and consistency using pooled resources with ITAC continuing to prioritize, submit, and support statewide IT projects.	At end of session, review success of joint ISD/Agency strategy for supporting EPP initiatives in the 1995 session. Fall 1995- ISD to research agency & ISD legislative strategies
Funding	Equal Access	5a	Funding mechanisms should be developed to allow equal access and availability of information technology to every state employee whose job responsibilities require or would benefit from IT resources, without regard to employing agency size or funding source.	Implement future ITAC Funding Task Force recommendation for funding mechanism. Research possible statewide asset management program.
		5b	Short-term. Change the existing surplus property mandates to facilitate interagency exchange of information technology resources, in particular, older personal computers.	Make recommendations to Department of Administration Surplus Property Program to change existing mandates.

Task Force Name	Issue	No.	Recommendation	ISD Responsibility
Funding	Equal Access	5c	Long-Term. Develop a plan that would allow every agency to achieve a "minimum level" technology by the year 2000. The plan would define a "minimum level" technology for each state government employee whose job responsibilities require or would benefit from IT resources and would identify cost and proposed funding necessary to achieve the level of IT defined.	ISD, ITMG, to develop and implement a plan for achievement of "minimum level" technology. Research statewide management program.
Funding	Information and Education	6	Use all appropriate resources to inform and educate OBPP, Legislature and IT consumers (agencies) about the value of IT and the importance of providing the funding necessary for IT support and development.	Review effectiveness of Biennial Plan as a resource to meet these needs.
Funding	Budget and Legislative Process	7d	ITMG/ISD development of presentation/analysis standards.	Develop standard and process in order to document and present results. Research ROI, forward to Legislative Advocacy Council, then to Legislature.
		7f	Document successes of previous investments.	Implement process to have all agencies use the same object of expenditure. (See 7c).
Training	State Employee IT Competency	2	ITAC recommends that the following should be considered a consolidated recommendation for adopting IT competency objectives: agency standardization of elementary computing skill requirements; new staff testing for basic computing skills; DP plans should include long term training requirements; training for existing employees should be tied to performance appraisals.	Researching measurement and testing procedures with a recommendation to ITAC forthcoming.

Task Force Name	**Issue**	**No.**	**Recommendation**	**ISD Responsibility**
Training	Content and Delivery	3	ITAC recommends that as a state we need to provide a greater variety of curriculum and delivery methods by making available to the agencies more computer based training on the State's network; taking advantage of METNET to deliver training; relying on contractors for specialized application specific training; making available a state training facility that agencies can use to provide training when needed.	Promote and expand CBT library. Utilize network and METNET capabilities. Evaluate need for second training facility to meet demand.
Training	Agency Support	4	ITAC recommends that if agency support needs are not being met, adequate internal support could be best provided by: assessing internal IT organizations and determining if the current level of support being provided is adequate; establishing a priority of support beginning with 1) internal agency resources 2) ISD 3) or other agency or pool of resources from which staff with specific application experience and expertise could be drawn from; and promoting common application, database, and development products.	Ongoing.

Strategic Plan Implementation
ITAC Responsibility

Task Force Name	Issue	No.	Recommendation	ITAC Implementation
Access and Privacy	Aggressive Policy	1	The state adopt an aggressive policy regarding the use of technology to provide access to services and current and retrospective information with appropriate regard for budgetary considerations.	Draft a resolution regarding the use of IT to provide access to services and information.
Access and Privacy	Mandates	3	The state should review and revise all statutes and policies that might be viewed as impediments to access to state information technology resources.	Review and recommend revision to those perceived as impediments of access to state IT resources.
Access and Privacy	Information Technology in Business and Service Delivery	4a	The state should pursue use of information technology as a means for service delivery including: Coordinated, integrated access from a variety convenient locations.	Identify areas of potenital service delivery.
Access and Privacy	Information Technology in Business and Service Delivery	4b	The state should pursue use of information technology as a means for service delivery including: The use of electronic transactions (EDI, EFT, EBT).	Recommend formation of ITMG subcommittee to access initiatives.
Access and Privacy	Code of Fair Information Practices	5	The state should adopt a policy regarding fair information practices, clearly stating information privacy policies and practices.	Task Force should be reassigned to this issue and develop specific guidelines for implementing this recommendation.
Access and Privacy	Access Charges	7	Policy guidelines should be developed to use in establishing free access or a service charge.	Task Force should be reassigned to this issue and develop specific guidelines for implementing this recommendation.
Access and Privacy	Use of Third Party Providers	8	ITAC recommends that State Agencies recognize the important traditional role of third party information providers and embrace appropriate, nonexclusive implementations of those relationships in the electronic information age.	Task Force should be reassigned to this issue and develop specific guidelines for implementing this recommendation.

Task Force Name	Issue	No.	Recommendation	ITAC Implementation
Coordi-nation	Personnel Support Services	7a	ITAC recommends that a task force be established to: Clarify the respective responsibilities of the agencies and ISD, including a model definition of appropriate technical support to be obtained by all agencies and a better description of the services provided by ISD.	Establish a task force to clarify responsibilities of agencies and ISD.
		7b	ITAC recommends that a task force be established to: Make recommendations to the 1997 Legislature on the appropriate means of acquiring data processing personal services. Issues that the task force would address include: Centralization vs. decentralization Nature of services acquired (staff size, composition, etc.) Agency vs. private sector vs. ISD staff Recruiting, training, compensation and retention	Establish a task force to address acquiring data processing personal services. Task Force to address recommendations.
Coordi-nation	Governance: ITAC and DOA	9a	ITAC continue with the current practice of relying on ISD for primary support of ITAC activities.	Ongoing.
		9b	Establish a process of using ad hoc committees appointed by the Director of the Department of Administration to adjudicate disputes between agencies and/or ISD,	Create task force to establish reles and procedures regarding the use of ad hoc committees.
Coordi-nation	Governance: ITAC and DOA	9c	Establish issue specific task forces comprised of ITAC members who would represent ITAC on specific issues, including rate setting, budgetary initiatives and legislative advocacy.	Task forces should be reassigned to this issue and develop specific guidelines for implementing this recommendation.
		9d	Establish a steering committee comprised of ITAC members who would represent ITAC on strategic IT issues over the term of their membership.	Could be covered in 9c.

Task Force Name	**Issue**	**No.**	**Recommendation**	**ITAC Implementation**
Coordination	Governance: ITAC and ITMG	10	A task force be established to formally document the relationship that should exist between ITAC and ITMG and present the proposed policy to ITAC for review and approval. This task force should have the goals of clarifying the relative roles of ITAC and ITMG and ensuring that good communications continues between the two organizations.	Establish a task force to address recommendations.
Funding	Coordination	3b	ITAC should participate more actively in standards for statewide use and give consideration to funding within the proprietary rate structure for site licenses or master license agreements to purchase standard software products.	At end of session, incorporate ITAC participation in standards formulation process as it relates to standards that require agency compliance. Legislative Advocacy Council to support statewide EPP request.
Funding	Equal Access	5a	ITAC recommends that funding mechanisms should be developed to allow equal access and availability of information technology to every state employee whose job responsibilities require or would benefit from IT resources, without regard to employing agency size or funding source.	Funding Task Force to explore alternateve funding mechanism.
Funding	Equal Access	5b	Short-term Change the existing surplus property mandates to facilitate interagency exchange of information technology resources, in particular, older personal computers.	Make recommendations to Department of Administration Surplus Property Program to change existing mandates.
Funding	Equal Access	5c	Long-Term. Develop a plan that would allow every agency to achieve a "minimum level" technology by the year 2000. The plan would define a "minimum level" technology for each state government employee whose job responsibilities require or would benefit from IT resources and would identify cost and proposed funding necessary to achieve the level of IT defined.	Establish ISD/ ITMG subcommittee to develop and implement a plan for achievement of "minimum level" technology. THEN ITAC Task Force to develop an IT bill to include all agencies at a fixed cost. ISD recommends evaluation of a statewide asset management program.

Task Force Name	Issue	No.	Recommendation	ITAC Implementation
Funding	Budget and Legislative Process	7a	The criticality of Information Technology to the mission of state government should be emphasized by ITAC resolution regarding the following legislative and budget processes: Recommend formation of a legislative subcommittee responsible for the review of all Information Technology proposals.	ITAC recommend and create legislative subcommittee.
		7c	ITAC/ITMG review of significant agency requests for IT for consistency with State Plan and direction.	Review significant IT requests for consistency with Statewide Strategic Plan.
		7e	Recommend a one-time System Modernization Project.	Develop one-time System Modernization Project. ISD recommends evaluation of statewide asset management program.
		7f	Document successes of previous investments.	Provide results to legislature (See 7c).
Training	Training Funding	1	Agency management should recognize and identify the costs of training in any IT acquisition. Including a training cost component or "bundling" training costs in IT acquisitions should be considered as an option by agency management.	Task Force to work with OBPP to modify budget submittal process to include IT training expenditures.
Training	Agency Support	4	If agency support needs are not being met, adequate internal support could be best provided by: assessing internal IT organizations and determining if the current level of support is adequate; establishing a priority of support beginning with 1) internal agency resources 2) ISD 3) or other agency or pool of resources from which staff with specific application experience and expertise could be drawn from; and promoting common application, database, and development products	Communicate with ITMG on support issues and determine if the current level of support being provided by internal staff and ISD is adequate. If not, resource pool concept should be explored by ITAC.

MIDTIER COMPUTING

A. PROJECT NAME: ITMG MID-TIER COMPUTING SUBCOMMITTEE

B. DESCRIPTION:

This ITMG subcommittee was established at ISD's request in response to HB99 passed by the 53rd Legislative session. That bill, which traces its origins back to HJR48, passed by the 52nd legislative session, mandates that ISD establish standards for the mid-range computing platform. ISD requested agency assistance in formulating these standards by requesting that an ITMG subcommittee be formed. The other major influence on this subcommittee's work is the ITAC and ITMG adoption of the philosophy that the State government should function as an "Enterprise".

This subcommittee was formed in early September, 1994 and has met approximately every 2 weeks since that time. Its membership consists of representatives from 15 agencies, ISD, ITAC, U of M, MSU and local government.

C. SCOPE AND OBJECTIVES STATEMENTS:

Project Scope: Future acquisitions of general purpose, multi-user, application servers.

Project Objectives:

- Research the hardware, software, network, and telecommunications technology available at the mid-tier level
- Establish mid-tier technology standards which are compatible with State's current IT environment and strategies

D. PROGRESS REPORT

1. The subcommittee's initial focus was to identify the issues that needed to be addressed in any effort to set statewide standards for mid-tier computing. This resulted in the identification of over 40 individual issues which were then grouped into the following 7 major categories: Platform, Network/Communication, Interoperability/Connectivity, Application, Technical Resources (People), Responsibility, and Vendor Selection.

2. The subcommittee divided into issue teams to discuss and flesh out each of the items within their major category. The group utilized a consulting services group (Gartner Group) and vendor presentations to help with their tasks. Each issue team formulated standards and recommendations which were then compiled into a single document for discussion by the entire group.

3. In several iterations of discussion and revision, the ***subcommittee*** has reached consensus on standards and recommendations and will present these at the May ITMG meeting. The essential elements of those recommendations include the following:

   a. The State adopt dual standards for mid-tier operating systems (OS). One is UNIX and the other, Windows NT.
   b. The UNIX OS must meet certain specific standards of "openness" that promote application portability/independence from specific hardware platforms.
   c. Must support certain minimum standards related to security.
   d. Must support both Token Ring and Ethernet connectivity to state networks.
   e. Must support TCP/IP.
   f. Must be able to run ORACLE database applications.
   g. Must be able to interface with the current state E-mail standard.
   h. Must be scalable to promote future growth.
   i. Vendors must meet specific standards for stability and fiscal condition.
   j. Maintenance vendors must meet certain minimum levels of support.

   There are a number of other recommendations of optional features that are considered beneficial and would be assigned added value in relative comparisons of vendor products.

4. ITMG recommendations will be forwarded to ITAC (July, 1995) for approval/disapproval.

E. MEMBER LIST:

Larry DeFrance, CHS (CHAIR)
Robin Anlian, ISD
Linda Belflower, ISD
George Cawlfield, DNRC
Ed Conrad, ISD
Danita Green, Revenue
Steve Henry, U of M
Judy Jones, MSU
Richard Miller, State Library (ITAC Rep)
Tony Noble, ISD
Mike Randall, DOT

Dan Sidor, ISD (COORDINATOR)
Ron Armstrong, ISD
Tom Buchholz, ISD
Steve Colberg, Governor's Office
Ken Curtiss, SRS
Tor Gudmundsen, State Fund
Karen Hruska, Lewis & Clark Co.
Terry Kramer, ISD
Karen Nelson, Justice
Gary Poepping, ISD
Wayne Schaff, DLI

Jim Senkler, State Library
Gary Wulf, Commerce
Hank Trenk, Legislative Branch

ENTERPRISE SOFTWARE

A: PROJECT NAME: ITMG ENTERPRISE SOFTWARE SUBCOMMITTEE

B. DESCRIPTION:

This subcommittee was formed at ISD's request to discuss the issues of enterprise software. Enterprise software is defined as software used by multiple agencies that require data sharing and/or pooling of resources, such as training, purchasing, and support. The subcommittee generally meets every other Thursday for 2 hours.

C. SCOPE AND OBJECTIVES STATEMENTS:

Project Scope: Any software that would be considered enterprise software; including all software currently on the state supported software list, or non-supported software; and any software that would be considered for future approval and/or support.

Project Objectives:

- Identify enterprise software
- Identify software, hardware, and network issues and problems that relate to enterprise software
- Draft standards, recommendations, and responsibilities that relate to the acquisition, conversion, upgrade, distribution, training, support, security and platform on which enterprise software will be run
- Define procedures that will be used by ISD and the agencies to implement standards and recommendations, including requirements of HB99

D. PROGRESS REPORT

1. The subcommittee met for the first time at the end of September, 1994. Their initial effort was to identify and prioritize a list of issues to be addressed by the group. The top five issues/tasks were prioritized as follows:

   a. State standard for Windows word processing packages
   b. Identify enterprise software and issues related to that software
   c. Enterprise management/utilities (inc. site metering)

   d. Oracle test server/database
   e. Software distribution and inventory

2. **Priority #1: Windows word processing standard.** ***Completed.*** This issue centered on widespread dissatisfaction among the agencies with WordPerfect 6.0. The product wasn't very stable, resulting in numerous General Protection Faults (GPF). This problem was particularly acute for State Fund because word processing is an integral part of their new Benefits Information System (BIS) system which is in the development phase. WordPerfect subsequently released version 6.1, which was heavily tested by the agencies and ISD. That testing showed the company had addressed the shortcomings of 6.0 to the State's satisfaction. Final dispensation of this issue was the recommendation that ***WordPerfect continue to be the State standard and that State Fund would use WP 6.1 to integrate with its BIS system.***

3. **Priority #2: Enterprise software identification and discussion.** ***Completed.*** The subcommittee sent out a survey to identify all software in use in the agencies. The results of this were compiled and grouped into categories by software type. The subcommittee walked-thru each of the categories, identifying potential issues for ISD to address as staff time allows. (See pages 18 a-j for survey results.) These included such things as:

   a. Is the volume of usage of this software product sufficient to consider a site licensing agreement?
   b. Does the volume of use in this category, which currently has no state standard, warrant establishing a state standard?
   c. Should the State adopt dual standards for a particular type of software where the level of use is evenly split between 2 products?

4. **Priority #3 & #5: Enterprise management/ Software distribution & inventory.** ***In Progress.*** The subcommittee decided to incorporate issues identified in priority item #5 into this task. This task encompasses electronic distribution of software, license metering, inventorying, and backup. On the issue of backups, the subcommittee decided to defer to an evaluation effort currently underway by the NetWare Managers Group (NMG). In recent meetings, the subcommittee is fleshing out the desirable features and issues related to the other topics.

5. **Priority #4: Oracle test server/database.** (Item for future discussion.)

E. MEMBER LIST:

Wayne Schaff, DLI (CHAIR)
Dave Beaudin, Administration
Steve Colberg, Governor's Office
Randy Holm, ISD
Art Pembroke, SRS
Ron Remington, Justice
Dan Sidor, ISD (COORDINATOR)
Mary Bryson, Legislative Auditor
Tor Gudmundsen, State Fund
Dave Hughes, Lewis & Clark Co.
Mike Randall, MDT
Jerry Steinmetz, Health

ITMG Enterprise Software Subcommittee
Enterprise Software Survey

Total Number of Licenses by Software Product

Name	Licenses
1DirPlus	24
20/20	5
@RISK	1
ABC FlowCharting	4
ACCESS DATA	0
ACTS2	1
AIX	16
AT&T Mail Access+	1
ATERM	1
Abacus	10
Adobe Illustrator	4
Adobe True Form	1
Adstar Distributed Storage Manager	15
Advanced Revelation	41
Advisor PC	2
Aldus Freehand	2
Aldus Pagemaker	26
Aldus Photostyler	2
Aldus Table Editor	1
AllCLEAR for Windows	1
Allen Bradley PCL5	2
AmiPro	4
Amidiag	1
Arc/Info	12
Arc/Info Workstation	1
ArcServe	0
ArcServe for Netware	32
ArcView	5
Architect	6
Assist Vision	5
At Ease	1
Author/Editor (SGML)	5
AutoCAD	1
AutoCad	3
Autodoubler	1
Automap	1
Automaxx	500
Automenu	6
Autosketch	1
Avenue	2
BTRIEVE	0
BackPack software/machine	5
Beach (NWS)	3
BindView Plus	0
Bindview SIM	1
Bindview WAM	1
Black’s Law Dict.	1
Borland C++ Compiler	1
Boss HEC1	5

Total Number of Licenses by Software Product

Name	Licenses
Boss HEC2	7
BrightWorks Fusion	250
BrightWorks Lan Support Center	5
Brooklyn Bridge	2
C Precompiler	1
C/C++	1
CA Clipper	2
CA Resource Manager	1
CC:Mail Remote	8
CMS Tape Backup	1
COBOL	1
COBOL Compiler	1
COBOL PowerBench	10
CPlan	3
Calendar Creator	11
Calendar Manager (1 unlimited-3900)	3900
Calendar Manager (1 unlimited-4600)	4600
Calendar Manager (9 unlimited-3100)	3100
Calendar Manager (eval copy)	1
Carbon Copy	31
Carbon Copy Plus	52
Carousel	2
Cfax/9600	1
Chameleon	1
Checkit	2
Clarion	1
Claris Works	1
Clear+ for dBase	1
Click Art	1
Clip Art	1
Clip XMS	1
Clipper	12
Close Up	1
Cobol Precompiler	1
Colorado Backup	2
CompareRite	5
CompuServ	2
Compulaw	50
Computer Select	2
Consumer Clearing House Master Tax Guide	5
Contrl	6
Corel Ventura	1
CorelDRAW	14
CorelWare	2
Correct Grammar	3
Cricket Graph	1
Cross-Works	2
Crosstalk	64
DB Graphics	1

Total Number of Licenses by Software Product

Name	Licenses
DB2/6000	16
DBase III+	1
DS Backup+	26
DS Utilities	1
Data Junction	1
DataEase	51
Dbase III+	51
Dbase IV	61
Dbase IV (MASTER)	0
DecServer	1
Delrina FormFlow	5
Designer	3
Desklink	5
Diagraph	1
Dialog Link	2
DirPlus	19
Discover	1
Disk Optimizer	1
DisplayWrite	11
DrawPerfect	3
EMC2/TAO	794
EMC2/TAO PC LINK	2
ERDAS	1
EZ Case	1
Easy Flow Charting	1
Easyflow	2
Eclipse Fax	1
EntryManager	1
EntryManager Series Designer	2
EntryManager Series Run Time	34
Epiinfo (Shareware)	0
Eprinet	2
Exceed	6
Extra	1929
Extra HGO	2
Extra Programmers Development Kit	1
FLEX/IP	0
FMS	1
Facelift	1
Fastback	120
Faxworks	141
FileNet	0
FileSafe	5
Filemaker	9
Floorplan	1
Flow Chart	5
Flow Charting II Plus	4
Flowmaster	1
Folio Views	100

Total Number of Licenses by Software Product

Name	Licenses
Fontbank	4
Forecast Pro	5
Forest & Trees	8
Form Filler	13
FormTool	23
FormWorx	1
Fortran	1
FoxPro	247
FoxPro (Unlimited licenses)	0
Freelance Graphics	90
Futurus Email	125
Futurus Fax Server	2
Futurus TEAM (DOS/WIN)	200
GDDM	0
GPO CatPack	1
Gas Card	6
Genifer	1
Geopak	42
Grammatik	15
Grammatik III	2
GraphsMan	5
Grolier's Encyclopedia	1
HAL	1
Harvard Geo Graphics 199	1
Harvard Graphics	144
HiJaak PRO	3
High Graphics Options for Win for Extra	5
HomePro (eval copy)	1
Hyper-Abledata	1
Hypercard	2
IBM 3270 Emulation	75
IBM Library Reader (no limit)	0
IBM PC Support	2
IBM TOKEN RING	6
IDMS PC	8
IMPROV	3
Image In	1
Imagein	1
Imageline	1
InfoTrack	2
Information Gateway	50
Informix	34
Ingress	1
Inmagic Plus	2
Interactive EasyFLOW	1
Junior Partner	1
Kermit	402
Kopy Kat	1
LAN WorkPlace	9

Total Number of Licenses by Software Product

Name	Licenses
LSE	1
LabelPro	4
LabelRight	1
Lan Workgroup	3
LapLink	14
LaserCat	3
LetterPerfect	1
Lexis	2
Lexis/Nexis	1
Lotus 123	1872
Lotus 123 (20 clus, 5 each dist)	20
Lotus Approach	1
Lotus Improv	1
Lotus Smartsuite	2
Lotus Symphony	5
Lumen Micro	1
MCA	1
MCA on CD	1
MI Gateway	1
MS Access	63
MS Access Development Kit	2
MS Bookshelf	1
MS C	1
MS Excel	24
MS Money	1
MS Powerpoint	52
MS Professional	20
MS Project	10
MS Publisher	2
MS Visual C++	2
MS Word	21
MS Works	10
MS Works for Windows	2
MacPrint	1
Maclink Plus	1
ManagePro	2
Markvision	3
McAfee Viruscan	6825
Microstation	115
Mini-CAD	1
Modterm	1
Monarch	1
Monitrix/Cheyenne	1
Montlaw	2
Montrom	1
More Fonts	1
Mountain Tapeware	1
Multishare	9
NetBack	1

Total Number of Licenses by Software Product

Name	Licenses
NetRemote	4
NetTools	250
Netroom	1
Netware Connect	2
Norton Antivirus	1
Norton Backup	2
Norton Desktop	2
Norton Utilities	24
Novabak for Netware	1
Novatek	3
Novell CBT	1
Novell SDK	1
ORACLE 7.0	3
ORACLE Browser	12
ORACLE Forms	2
ORACLE Graphics	2
ORACLE Reports	2
ORG Plus	2
ORG for Windows	1
OmniPage	2
OmniPage Professional	2
OnTime	1
Oracle	600
Org	5
Org Chart	4
OrgPlus	1
PC Anywhere	428
PC Anywhere Host	54
PC Anywhere Remote	5
PC Board	250
PC Link	7
PC Support	65
PC Tools	24
PC Works	1
PC-NFS	1
PC-NFS (DOS and Windows)	15
PCMiler	10
PCWrite	1
PFS	19
PFS File	267
PFS First Publisher DLX	1
PFS Professional File	6
PKZip	6
PS Print	6
PS/PC	42
PSCP for Modem	1
Panlink (site)	0
Paradox	14
Pathworks	250

Total Number of Licenses by Software Product

Name	Licenses
Pathworks For DOS	51
Pathworks For VMS	0
Peachtree	6
Peachtree Accounting	1
Perform Designer/Filler	3
Personal RBase	1
Phone Directory	1
Pictrak	1
Poem Finder	1
PowerBuilder	9
PowerBuilder Desktop	7
PowerBuilder Enterprise	4
PowerBuilder PowerMaker	1
PowerBuilder PowerViewer	1
PowerChute	5
PowerChute Plus	1
PowerPack	1
Primetime	6
Print Que Print Spooler	1
PrintShop	2
Printshop Deluxe	7
Printshop New	1
Procomm	15
Procomm Plus	65
Professional Write	12
Project Scheduler	1
Project WorkBench	6
Publish It	1
QAPlus	1
QEMM	6
QEMM 386	10
QEMM Quarterdeck	1
Qmodem	1
Qram	1
Quattro Pro	61
Quest Multimedia	1
Quick C	1
Quick Key	1
Quick Schedule	4
QuickBASIC	2
QuickBasic	4
Quicken	11
Quicklink II Fax	3
Quicksilver	1
R&R Report Writer	13
RBase	199
RBase Compiler	1
RBase LAN	6
RBase Runtime	3

Total Number of Licenses by Software Product

Name	Licenses
RBase for OS/2	3
RDS	1
RFFlow	1
RIA Federal Tax on CD	1
RIA State/Local Tax on CD	1
RJE	1
Rapid File	23
Remote 2	26
Resc-U & Lastresort	2
Right Hand Man	72
Right Hand Man Elect Mail	1
Right J	1
Right Writer	24
RightHand Man	10
RoboHelp	2
RodePC	2
SAM	2
SAP 90	0
SAS	33
SAS AF	10
SAS ASSIST	10
SAS CONNECT	15
SAS ETS	6
SAS FSP	10
SAS GRAPH	25
SAS QC	3
SAS STAT	25
SCSI Express	1
SCSI Express for Netware	1
SEISAB	1
SGML - Fasttag	5
SGML - Hammer	5
SGML - OmniMark	5
SNA	1
SPF PC	30
SPSS Plus	1
SQL*Forms	16
SQL*Forms (concurrent users)	40
SQL*Plus	18
SQL*Plus (concurrent)	40
SQL*Reports	16
SQL*Reportwriter (concurrent users)	40
SQLBase (Gupta)	1
SQLManager (for Gupta)	1
SQLWindows (Gupta)	1
SSRS	1
Saber LAN	20
Saber Menu	100
Saga System	1

Total Number of Licenses by Software Product

Name	Licenses
Seep 2D	1
Select 400	1
Shazam	1
Sideways	9
Simplifies Dam Break	2
SiteMeter	294
Smart Art 1,2,3	1
Smart Label Printer Plus	10
Smart Scrap Chipper	1
SmartCom LE	1
Smartterm	23
Smartware	9
Software Wedge	2
Solaris	3
Spanish Assistant	10
Spellin	1
Spinrite	5
Spinwriter	1
Stable	0
Stanford Graphics	1
Suitcase	1
SupportBase (5 user)	1
Survey 4.0	10
SurveyPro	2
Survival Kit	1
Sytos	27
TE/3270	1
TR-21(SCS)	1
Tempus-link (site)	0
TextDBMS	0
The Documentor	1
Time Line	3
Time Line LAN Pack	4
Timeline	3
Tom Retigs Office	1
Trace Ultra	1
Traverse	3
TrueType for DOS	1
TypeReader	2
Typing Tutor IV	30
UC Marc	3
Ultra Paint	1
Uninstall	1
VAXCLUSTER OS	1
VISIO	5
VMS Mail	239
VMS OS	1
Ventura Publisher	6
VersaTerm	1

Total Number of Licenses by Software Product

Name	Licenses
Visual Basic	6
Visual Basic Professional	1
Visual Basic Programmers Development Kit	2
Visual Help	1
WAN	1
Wattsun	1
Weather Scan (DOS & Windows)	5
WinFaxPro	1
Wingz	1
WordPerfect	4558
WordPerfect (50-Dist, 90-Clus)	140
WordPerfect Draw	1
WordPerfect Executive	2
WordPerfect For VMS	35
WordPerfect Macro Editor	5
WordPerfect Medical Dictionary	1
WordPerfect Office	750
WordPerfect Presentations	10
WordStar	1
Wordscan +	1
X-ONE	2
X-One	2
Xtree Tools for Networks	1
Z Term	2
ZIP!Mail	878
ZIP!Office	1973
ZoomText	1
Zyindex	19

PURCHASE & COST

A. PROJECT NAME: ITMG PURCHASE AND COST SUBCOMMITTEE

B. DESCRIPTION:

This subcommittee was formed at ISD's request during an ITMG meeting to discuss the issues of purchasing and maintaining microcomputers and peripherals.

C. SCOPE AND OBJECTIVES STATEMENTS:

Project Scope: All microcomputers and peripherals that are purchased and maintained by state agencies, with the current exceptions of the University System and OPI.

Project Objectives:

- Research and recommend to state agencies the best method to pursue maintenance of microcomputers

- Research the needs and capabilities of the state in the areas of microcomputers and peripherals. Identify advantages and disadvantages of PC acquisition methods

- Identify how the methods relate to ISD and Agency mission statements, goals, IT strategies and plans, personnel, budget, term contracts, and training

- Determine which responsibilities and services should lie with ISD

- Define and implement a method to acquire microcomputers which is compatible with the State's current information technology environment and strategies

- Research the following areas: price, performance, vendor strengths and weaknesses, vendor support (current & future), return on investment, training requirements, maintenance agreements, compatibility, upgrade capability, future investment, vendor relationships (long-term vs. short-term)

- Draft standards, recommendations, and responsibilities that relate to the acquisition, installation, maintenance, distribution, training, support, and security of microcomputers

- Draft recommendations on how to implement the acquisition process

D. PROGRESS REPORT

1. The subcommittee has been meeting off and on for over a year, although no meetings have taken place for several months. Some time ago the subcommittee made a recommendation to ITMG regarding PC maintenance. The recommendation was for agencies that were adequately staffed with IT personnel to pursue a self-maintenance program. Agencies that felt they did not have adequate staff should utilize whatever scheduled maintenance program is in place at that time (i.e., this is presently a term contract with IBM).

2. ***The subcommittee recommended and ITMG approved, renewal of the current term contracts for microcomputers and peripherals for an additional year (May 1995-May 1996).*** The subcommittee worked on contract language regarding service and support, which will be incorporated into the contracts upon renewal. Also, language that is no longer valid or pertinent will be removed from the contracts.

3. At this time, the subcommittee is not meeting. However, the contract language is currently being negotiated and will be incorporated into the contracts upon renewal. Additionally, ISD is researching and identifying issues pertaining to future acquisition strategies for microcomputers and peripherals. It is anticipated that the subcommittee will reconvene in July or August, 1995 to go over the research and make a recommendation. By the first part of September, 1995, the subcommittee will decide how to pursue and implement the recommendation.

E. MEMBER LIST:

Gary Wulf, Commerce (CHAIR)
Dave Beaudin, Administration
Mary Bryson, Legislative Auditor
Danita Green, Revenue

Brett Boutin, ISD (COORDINATOR)
Rocky Brown, DHES
George Cawlfield, DNRC
Carina Zook, DOT

TRAINING

A: PROJECT NAME: ITMG TRAINING SUBCOMMITTEE

B. DESCRIPTION:

This ITMG subcommittee was established in response to an Information Technology Advisory Council (ITAC) strategic planning recommendation. That recommendation stated that the State adopt the following IT competency goals: agency standardization of elementary computing skill requirements; new staff testing for basic computing skills; IT plans which include long-term training requirements; and training for existing employees tied to performance appraisals. The Training Subcommittee met for the first time October 12, 1994 and meets every other Tuesday for one and a half hours. The subcommittee consists of members from state agencies, local government, and the Helena College of Technology (HCT).

C. SCOPE AND OBJECTIVES STATEMENTS:

Project Scope. This project's initial scope is limited to the ITAC recommendation identified above. That effort has been broken into 3 phases: 1) elementary competencies, 2) measuring competency, and 3) alternate delivery methods. Upon completion of these tasks, the group will address the future of the subcommittee, including the possibility of broadening the scope and identifying new objectives.

Project objectives:

- Present training recommendations to the HCT for use in planning course curriculums
- Present recommendations for testing and measuring IT competency to ITMG and ITAC for approval
- Examine the feasibility of providing training in remote locations
- Explore other training-related subjects beyond the scope of the ITAC recommendation

D. PROGRESS REPORT

The subcommittee has ***Completed*** Phase 1, Elementary Competencies, resulting in the following recommendations:

a. Elementary competency categories are defined as: general personal computing, word processing, spreadsheets, database, use of a LAN (local area network), electronic mail, and communications
b. Elementary competencies, and in some cases higher level competencies, have been identified by the subcommittee.
c. The competencies established are guidelines for the individual needs of each employee and will be utilized in that manner
d. Curriculum Recommendations to the Helena College of Technology:
    1) General Personal Computing class- comparable to current "Beginning Microcomputer Skills" class. Minor changes were recommended to sections on concepts, hardware, basic operating system information, and access.
    2) A new class should be developed for ALL state employees that covers the Rules/Policies/Laws and responsibilities involved in using a computer in the state work environment. The subcommittee will recommend that this "Policies" class be required of all state employees.
    3) Word Processing class: comparable to current "Introduction to WordPerfect" class. Recommendation that this class be kept as is, or simplified, to meet the users basic needs.
    4) Spreadsheet class: comparable to current "Introduction to Lotus" and "Intermediate Lotus" classes.
    5) Database class: comparable to current "Database Concepts & Design" and "Beginning R:Base" classes.
    6) Use of LAN class comparable to current "Introduction to Novell Networking" class. This class would be targeted toward users and would not be designed for network administrators.
    7) Electronic Mail class: comparable to current "Zip!Office" class. This class teaches the basic and intermediate competencies needed by state employees.
    8) Communications: this class is not necessary to support state needs.

E. MEMBER LIST:

Wendy Wheeler, ISD (CHAIR)
CD Avery, Leg Auditor
Carl Hotvedt, ISD
Chris Olson, Commerce
Carina Zook, DOT.

Tammy Anders, L & C County
Tripp Hammer, Health & Environmental. Science.
Laurel Millhouse, Corrections & Human Svcs.
Ted Plaggemeyer, Helena College of Technology

DISASTER RECOVERY

A: PROJECT NAME: ISD'S DISASTER RECOVERY PLAN

B. DESCRIPTION:

ISD is developing ISD's Disaster Recovery Plan (Plan) to facilitate, in the event of a major disaster, the recovery of ISD's information technology (IT) resources and services.

C. SCOPE AND OBJECTIVES STATEMENTS:

Project Scope. ISD's computing and telecommunications services plus the resources supporting them.

Project Objectives:

- Write, maintain and test the Plan
- Train ISD employees to execute their disaster recovery roles
- Provide each Agency a copy of ISD's Plan and useful guidelines for developing their own IT disaster recovery plans

D. PROGRESS REPORT

1. During January, 1995, ISD hired Kerry Spickelmier as a full-time, temporary employee to draft ISD's Disaster Recovery Plan. To date, a preliminary draft has been ***Completed*** for the following major sections.

    a. **Section I. Plan Overview** lays the foundation of the recovery strategy by defining the Plan's purpose and scope, as well as the definitions and assumptions upon which it is constructed. In addition, the overall recovery strategy is broadly outlined, and its major catalyst, the team structure, is defined. Staff training plus plan organization, testing, maintenance, and distribution are also addressed to ensure effective recovery of this dynamic environment.

    b. **Section II. Emergency Recognition** defines categories of service interruption for ISD's information technology services and suggests appropriate early-response procedures for each category.

   c. **Section III. Emergency Management Team's Assessment** specifies the responsibilities of the Emergency Management Team when called upon to assess a potential ISD disaster situation. Discussed are the Team's initial assessment meeting, criteria for classifying information technology emergencies, and suggested Team responses to service interruptions, minor disasters, major disasters, and those emergencies requiring information-gathering followed by reassessment.

   d. **Section IV. Recovery Plan Activation** defines the steps, and assigns responsibility, for declaring a major disaster, fully activating ISD's Disaster Recovery Plan, completing proper disaster notification procedures, and mobilizing the Disaster Command Center.

2. ***In Progress.*** Ms. Spickelmier is working with ISD staff to develop the following:

   a. **Section V. Recovery Team Procedures** will provide, on a team-by-team basis, a concise overview of each recovery team's general assignment area; a reference to the location, within the Plan's Appendices, of each team roster and notification list; and specific team responsibilities during full activation of ISD's Disaster Recovery Plan.

   b. **Section VI. Appendices** will contain important disaster recovery information which, because of its bulk, detailed nature, relevance to only specific Plan users, and/or need for periodic revision, is best supplied as a supplement to Sections I. through V.

3. June 30, 1995 is the deadline for the Plan's completion. Once completed, ISD will provide each Agency a copy of ISD's Plan and useful guidelines for developing their own IT disaster recovery plans.

4. See page 25 for 10 Reasons Why Agencies Need A Disaster Recovery Plan.

TOP 10 REASONS WHY YOUR AGENCY NEEDS A DISASTER RECOVERY PLAN

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10. ☞IT'S THE LAW☜

. . . and you've all heard those unsettling stories about people who crossed the MCA line ------

FOR THOSE OF YOU WHO LIKE TO READ THE FINE PRINT, WE'VE PROVIDED SOME. . . Section 2-15-114 of the MCA (*Montana Code Annotated)* mandates that department heads:

- ☞ **"develop and maintain written internal policies and procedures to assure security of data and information technology resources" and**
- ☞ **"implement appropriate cost-effective safeguards to reduce, eliminate, or recover from identified threats to data and information technology resources."**

9. One day ♪rock-and-roll♫

will play in Helena

. . . on the ☼ground✷

NOT on the radio.

8. You know the common sense

your co-workers display daily????

. . . It becomes even less common during a disaster.

7. You're working late. Paul Rylander calls.

"The 5:40 p.m. flight  from Salt Lake has landed"

"On time AND. . .
on ISD's mainframe."

6. Information is the **critical** business asset.
But DISASTER has wiped out your Agency's data

. . . and now **your asset** is in a sling.

5. A viral epidemic strikes. Fortunately . . .
EVERY Agency employee is vaccinated.
Unfortunately, **this** virus
hits your software **hard.**

4. Your building's **ablaze.**
But you **have** backup tapes!
. . .**IN** the building.

3. Disaster strikes. No problem.
The disaster recovery plan resides
safely in your head. . .

Only you're on a two-week camping trip
through Glacier's backcountry.

2. That disgruntled employee quits.
Thank goodness he won't be around
to play with your mind anymore.
But on his way out, he plays with your data.

THE NUMBER ▶▶1◀◀ REASON

As MOTHER would warn ☞

"In today's world, practice SAFE everything,

EVEN computing."